

AGENDA

COMMITTEE ON HUMAN RESOURCES/INSURANCE

December 7, 2004
Aldermen Shea, Sysyn,
DeVries, Garrity, Forest

5:30 PM
Aldermanic Chambers
City Hall (3rd Floor)

1. Chairman Shea calls the meeting to order.
2. The Clerk calls the roll.
3. Communication from Joan A. Porter, Tax Collector, requesting a discussion relative to part time employees.
(Note: Response from Human Resource Director also enclosed.)
Ladies and Gentlemen, what is your pleasure?
4. Communication from Virginia Lamberton, Human Resources Director, submitting a proposed Ordinance providing for reclassification of the Deputy Welfare Commissioner, salary grade 22, to a Welfare Specialist II, salary grade 18, on behalf of the Commissioner of Welfare.
Ladies and Gentlemen, what is your pleasure?

TABLED ITEMS

A motion is in order to remove any item from the table for discussion.

5. Communication from Virginia Lamberton, Director of Human Resources submitting a proposed tuition reimbursement policy for non-affiliated employees.
(Note: Communication from Human Resources Director submitting a revised draft Tuition Reimbursement Policy attached; also included with HR Director submission is new Staff Development Policy. Communication from Non-Affiliated Committee regarding Staff Development Policy additionally included.)

6. Report from the Human Resources Director relative to a bonus system, if available.
(Tabled 04/06/2004 pending report from Quality Council advising of status.)
7. If there is no further business, a motion is in order to adjourn.



City of Manchester Office of the Tax Collector

City Hall One City Hall Plaza
Manchester, New Hampshire 03101

Joan A. Porter, Tax Collector

Tele: (603) 624-6575

Fax: (603) 628-6162

Web Site: <http://www.manchesternh.gov>

Email: taxcollector@ci.manchester.nh.us

Welcome to the City Of Manchester NH, Where History Invites Opportunity!

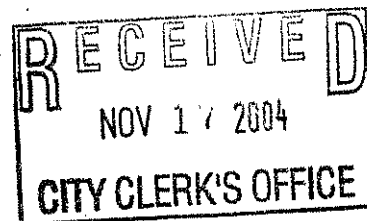
Alderman William P. Shea, Chairman

Human Resources Committee

1 City Hall Plaza

Manchester, NH 03101

November 15, 2004



Dear Alderman Shea,

Please place an item relative to regular part time employees on the next Human Resources agenda for discussion.

At issue is the determination of status as regular part time/seasonal/temporary which determines length of probation, thus affecting the first merit increase and subsequent increases.

The Tax Collector's Office has employed two part time employees as a replacement for one full time position for close to twenty years. At one time they were called permanent part time and that was changed to regular part time. These employees work 20 hours per week year round (no break in service), earn vacation and sick leave, are entitled to bereavement leave, tuition reimbursement (pro-rated) and paid holidays and are automatically enrolled into our Contributory Retirement System and are permitted to join the Sick Bank. It is mandatory that they attend Orientation and are given a Handbook detailing benefits. The handbook states that: "The first six months of your employment with the City are considered a probationary period." (Page 3-2). It also states that: "Upon completion of your probationary period, regular, full-time and regular, part-time employees have the opportunity to receive yearly advances in pay grade." (Page 3-3 attached).

The Human Resources Department believes that these part time employees are seasonal/temporary. Since seasonal/temporary employees are hired for a specific "season" (such as lifeguards in summer and ski lift operators in winter) or "purpose" (such as those hired for elections), they are generally hired knowing that their employment is for a short, specific term. Furthermore, temporary employees are not members of the Retirement System or Sick Bank, are not required to attend Orientation nor are they entitled to the benefits afforded a regular part time employee. The ordinance referencing seasonal/temporary employees (33.063 attached) was changed in August 2002 to reflect changes in step increases. There is an ordinance (33.062 attached) referencing part time employees but it was not changed, nor does it reference step increases.

One of our part time employees was hired in July and is due an increase at the end of her probation in January. This amounts to .40 per hour which is \$8.00 per week as a regular part time employee. I am requesting that the Committee reaffirm her status as a regular part time employee thus allowing her an increase upon completion of her probationary period which is 6 months according to our Employee Handbook (page 3-2 attached).

Thank you for your thoughtful consideration of this matter.

Sincerely,

Joan A. Porter

Joan A. Porter

Tax Collector

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You may participate in the **Dependent Care Reimbursement Plan** (allows you to set aside money deducted pre-tax from your paycheck into an account to reimburse you for eligible dependent day care expenses); the **Premium Offset Plan** (allows you to pay for your share of medical insurance premiums on a pre-tax basis); and/or the **Health Care Reimbursement Plan** (allows you to set aside funds to pay for medical and dental expenses before salary taxes). For more information on these plans, contact the Human Resources Department at 624-6543 (Voice/TTY).

COMPENSATION PROGRAM

The City recognizes the need to provide a compensation program that is competitive in the marketplace, internally consistent and recognizes our employees' efforts and achievements.

We have established a classification plan with assigned pay grades for every position. Positions are evaluated based on the knowledge, skills and abilities required for the job (see performance summary section). You have an opportunity to advance within your pay grade as your career with the City progresses.

PROBATIONARY EMPLOYEES

The first six months of your employment with the City are considered a probationary period. During this time, you are eligible for paid holidays. Upon successful completion of your probation, your employee status will change as is appropriate to your position. Although you accrue sick

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leave and vacation hours during this six-month period, *you are not eligible to use these hours toward vacation or sick leave.*

Police and Fire Department employees have a probationary period of one year, but are eligible to use vacation and sick leave after six months, as defined by their respective Collective Bargaining Agreements.

NON-PROBATIONARY EMPLOYEES

Upon completion of your probationary period, regular, full-time and regular, part-time employees have the opportunity to receive yearly advances in pay grade. Advances are based on your job performance and length of service – they are described below. Salary advances require the recommendation of your department head and the approval of the Human Resources Director or the Human Resources and Insurance Committee, except as otherwise provided for in Collective Bargaining Agreements.

EMPLOYEE DEVELOPMENT PLAN

The City is committed to providing opportunities for professional growth and development. To that end, you and your supervisor will meet to complete your annual Employee Development Plan (EDP). This plan will help you to identify your strengths and areas of expertise as well as those areas that may need further development. You will set professional goals and objectives for the coming year, and you will identify the action steps you will need to take in order to achieve your goals. You and your supervisor will meet periodically during the course of the

TUITION REIMBURSEMENT

This benefit is available to all regular, full-time and regular, part-time (on a pro-rated basis) employees, on a first-come, first-served basis. All employees who have completed six (6) months of continuous employment are eligible. Employees may apply for reimbursement on a yearly basis. For information on current rates, refer to your Collective Bargaining Agreement or contact the Human Resources Department at 624-6543 (Voice/TTY).

RETIREMENT

Eligible City classified employees are enrolled in the Manchester Employee Contributory Retirement System Defined Benefit Plan. Contributions are established by referendum: the current rate is 3.75% annually. Employees are vested after five (5) years of service. For more information consult the City of Manchester Employee Contributory Retirement System at 624-6506. (TTY access through RelayNH at 711).

Eligible uniformed Police and Fire employees are enrolled in the State of New Hampshire Retirement System. Contributions vary on an annual basis. For more information, consult the appropriate Collective Bargaining Agreement or the State Retirement Office at 271-3351 (TTY access through RelayNH at 711).

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Manchester, NH Code of Ordinances

anniversary date just as if the employee had been working in the current position.

(E) *Rate of pay on promotion.* In any case where an employee is promoted to a class with a higher pay grade, the employee's pay shall be increased to at least the minimum rate for the higher class, but such increase shall be no less than 10% of the employee's current pay. In the case of overlapping pay grade ranges, the promoted employee shall be increased to the step immediately above the employee's current pay, but such increase shall be no less than 10% of the employee's current pay. If the employee refuses the promotion, the Human Resources Director may approve an additional pay step increase. If the employee still refuses the promotion, the Human Resources and Insurance Committee may approve two additional pay step increases. If the employee still refuses the promotion, the Mayor may approve additional step increases as provided in § 33.046 above. Advancement to the maximum rates subsequent to promotion will be on the same basis as described in § 33.048 of this subchapter. Effective dates for promotions shall be the first work day following approval of the promotions.

(F) *Rate of pay in cases of voluntary transfer to a lower pay grade.* When an employee takes a position at a lower salary grade, the employee shall be demoted to the lower grade based upon his/her years of service. However, if the years of service result in the employee receiving a step which compensates the employee at a higher rate of pay than prior to the demotion, said employee shall be placed in a step in the lower grade that does not exceed his/her level of compensation prior to the demotion.

(G) When an employee's position is reclassified to a higher salary grade, the employee shall be placed in the new grade at a step that would provide an increase equaling at least one annual merit step increase in the former salary grade. If an employee's position is reclassified to a lower salary grade, the employee shall be placed at a step in the lower grade based upon his/her years of full time employment. However, if the years of full service result in the employee receiving a step which compensates the employee at a higher rate of pay than prior to the reclassification, said employee shall be placed in a step in the lower grade that does not exceed his/her level of compensation prior to the reclassification.

('71 Code, § 18-36) (Ord. passed 6-14-67; Am. Ord. passed 4-19-88; Am. Ord. passed 11-4-98; Am. Ord. passed 9-4-01; Am. Ord. passed 11-7-01; Am. Ord. passed 8-6-02; Am. Ord. passed 2-18-03; Am. Ord. passed 3-18-03)

§ 33.047 PROBATIONARY PERIOD.

After initial appointment or promotion to a position covered by §§ 33.020 through 33.082 of this chapter, the first six months of service in the position to which appointed or promoted shall be considered the period of probation, except uniformed Fire Department personnel and entrance level police personnel whose probation periods shall be for 12 months; provided however, that such fire and police personnel shall be eligible for pay advancement after six months employment, upon the recommendation of the department head. In the event an employee is not meeting the work standard, the probationary period may be extended up to an additional six months not to exceed a total of twelve months probation. During the period of extended probation, the employee shall not be eligible for a step increase until such time as the employee has satisfactorily completed the extended probationary period. At the completion of the probationary period, the employee shall be eligible for a one step increase. In the event the employee does not meet the work standard at the conclusion of the first six months or at the conclusion of the extended probationary period, he shall be

while so assigned.

('71 Code, § 18-56) (Ord. passed 6-14-67; Am. Ord. passed 12-27-67; Am. Ord. passed 5-20-75; Am. Ord. passed 11-4-98; Am. Ord. passed 8-5-03)

X different categories

§ 33.062 PART-TIME EMPLOYEES.

(A) Any employee occupying a position designated as FLSA exempt who is regularly employed on a continuing work schedule of less than 40 hours per week shall be compensated by multiplying the base pay rate by the number of regular hours worked per week.

(B) An employee occupying a position designated as FLSA non-exempt and who is employed on a part-time basis shall be paid on an hourly basis according to the provisions of § 33.063 of this subchapter.

('71 Code, § 18-58) (Ord. passed 6-14-67; Am. Ord. passed 8-20-68; Am. Ord. passed 11-4-98)

§ 33.063 TEMPORARY AND SEASONAL EMPLOYEES.

Any temporary or seasonal employees occupying classified positions shall be employed initially at the salary grade for his/her classification. Upon recommendation of a department head, a temporary or seasonal employee may advance one step in his/her salary grade upon satisfactory completion of 2080 hours of work. Such advancement within a pay grade may continue until the maximum step is reached unless interrupted by a period of absence from work for a period of 12 months or longer. In such event, the employee shall be reemployed at the minimum initial pay step for the class to which he/she is assigned.

('71 Code, § 18-59) (Ord. passed 6-14-67; Am. Ord. passed 5-1-84; Am. Ord. passed 8-6-02)

§ 33.064 EMPLOYEES INJURED IN THE LINE OF DUTY.

(A) Employees, other than employees of the Police Department and employees of the Fire Department, injured in the line of duty shall be entitled to compensation as provided under the Worker's Compensation Law.

(B) For employees of the Police Department and employees of the Fire Department the following shall apply:

(1) Any employee of the city who sustains an injury which is compensable under the Workers Compensation Law and who is entitled to receive compensation benefits either by agreement of award shall, in addition to workers compensation benefits, receive supplemental pay benefits from the city so that combined worker compensation and supplemental pay benefits shall equal 80% of regular gross salary if the employee is covered under Social Security, and 87% if the employee is not covered under Social Security. Regular gross salary means gross wages as shown in the salary and wage schedules in the city and the school department compensation plans. The Finance Department shall make such adjustments as are necessary to

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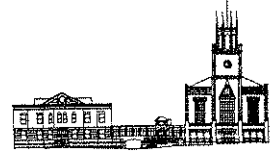
	Seasonal/Temporary	Regular Part Time
Health Insurance	No	No
Contributory Retirement	No	Yes
Orientation	No	Yes
Vacation	No	Yes
Sick Leave	No	Yes
Tuition Reimbursement	No	Yes
Sick Bank	No	Yes
Bereavement Leave	No	Yes
Paid Holidays	No	Yes
Probation	No	Yes



CITY OF MANCHESTER

Human Resources Department

One City Hall Plaza
Manchester, New Hampshire 03101-4000
Tel: (603) 624-6543 (V/TTY) • Fax: (603) 628-6065



November 26, 2004

Alderman Bill Shea, Chairperson
Human Resource and Insurance Committee
City of Manchester
City Hall Plaza
Manchester, New Hampshire 03101

Re: Response to Joan Porter's Letter Regarding Part Time Employees

Dear Alderman Shea and Members of the Committee:

On November 15, 2004, Joan Porter, Tax Collector, wrote you a letter regarding a part time employee who works in the Tax Collector's Office. Mrs. Porter states that this office is defining part time employees as seasonal or temporary employees for the purpose of receiving a step increase. This stems from the fact that a part time employee was hired in July. It is Mrs. Porter's opinion that the part time employee is serving a probationary period and at the conclusion of the probationary period, she will be entitled to a step increase as is authorized for full time employees in Ordinance 33.047. This office is denying the step increase due to the fact that Ordinance 33.062 (B) requires part time employees to work 2080 hours to receive a step increase as is authorized in Ordinance 33.063 by reference from Ordinance 33.062 (B). The 2080 hours is equivalent to what is required of a full time employee to receive a step increase.

Mrs. Porter cites several references to support her position. Although well intended, these references are not for part time employees. For example, the Ordinances are written for regular full time employees. Exceptions to those for part time, seasonal or temporary employees are stated in certain Ordinances. For example: Ordinance 33.062, Part Time Employees, Ordinance 33.075, Holidays, Ordinance 33.077 Bereavement Leave, Ordinance 33.079 Vacations, and Ordinance 33.081 Sick Leave. Therefore, part time employees are not entitled to be included in Ordinances that affect full time employees unless specifically stated.

The Employee Handbook is written in the same fashion. The Handbook that Mrs. Porter has copied for your information was revised over a year ago to reflect the Ordinances. The language is written for full time employees as the majority of the Ordinances dictate.

Although there are a couple of instances where an Ordinance states "permanent" part time or regular part time employee, by law, only full time permanent employees are considered regular. Those ordinances should be revised to ensure clarity of the status of a part time employee. Further, part time employees do not serve a probationary period. They are part time and paid by

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the hour. They do not have any recourse if they are terminated from employment as do the regular or permanent employees.

In conclusion, the requirement for part time employees to work the equivalent number of hours as full time employees are required to work in order to receive a step increase, was proposed to ensure that all employees be treated equally for step increases. This has been enforced since the Ordinance was revised to include a part time employee in Human Resources.

I hope this clarifies the situation. If there are any other questions, I would be pleased to answer them.

Respectfully submitted,

A handwritten signature in cursive script that reads "Virginia A. Lamberton".

Virginia A. Lamberton
Human Resources Director

Attachment

rate of pay in accordance with this section if the assignment is for one full work day or longer.

(B) When a department head position is vacant, the Mayor, or Board as appropriate, may appoint an individual as the acting department head. Such employee shall be compensated at the entrance rate of the salary grade for the vacant department head position or one rate step above his/her present rate, whichever is higher while so assigned.

('71 Code, § 18-56) (Ord. passed 6-14-67; Am. Ord. passed 12-27-67; Am. Ord. passed 5-20-75; Am. Ord. passed 11-4-98; Am. Ord. passed 8-5-03)

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work for a period of 12 months or longer. In such event, the employee shall be reemployed at the minimum initial pay step for the class to which he/she is assigned.

('71 Code, § 18-59) (Ord. passed 6-14-67; Am. Ord. passed 5-1-84; Am. Ord. passed 8-6-02)

§ 33.064 EMPLOYEES INJURED IN THE LINE OF DUTY.

(A) Employees, other than employees of the Police Department and employees of the Fire Department, injured in the line of duty shall be entitled to compensation as provided under the Worker's Compensation Law.

(B) For employees of the Police Department and employees of the Fire Department the following shall apply:

(1) Any employee of the city who sustains an injury which is compensable under the Workers Compensation Law and who is entitled to receive compensation benefits either by agreement of award shall, in addition to workers compensation benefits, receive supplemental pay benefits from the city so that combined worker compensation and supplemental pay benefits shall equal 80% of regular gross salary if the employee is covered under Social Security, and 87% if the employee is not covered under Social Security. Regular gross salary means gross wages as shown in the salary and wage schedules in the city and the school department compensation plans. The Finance Department shall make such adjustments as are necessary to ensure that employees will actually receive the supplemental pay benefit provided above.

(2) Pending determination of compensation eligibility, the employee may receive sick leave benefits. On a determination of eligibility for compensation benefits, sick leave credit shall be restored.

(3) To the extent authorized by law, the city, during the period the employee is receiving



CITY OF MANCHESTER

Human Resources Department

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Manchester, New Hampshire 03101-4000

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November 16, 2004

Alderman Bill Shea, Chairperson
Human Resource and Insurance Committee
City of Manchester
City Hall
Manchester, New Hampshire 03101

Re: Request for Reclassification

Dear Alderman Shea and Members of the Committee:

On behalf of Commissioner Paul Martineau, I am requesting the reclassification of the Deputy Welfare Commissioner, salary grade 22, to a Welfare Specialist II, salary grade 18.

Due to the recent resignation of the Deputy Welfare Commissioner, Commissioner Martineau has determined that it would be in the best interest of his Department and the City, to reclassify the Deputy position to a Welfare Specialist II. The ever increasing demand of services has convinced the Commissioner that there is a greater need for an individual to be interviewing applicants, assessing client needs, determining eligibility of potential clients, etc. etc. rather than hiring an individual to provide management. The Commissioner believes that he can provide all of the management needs for the Department.

The class specifications for the Deputy Welfare Commissioner and the Welfare Specialist II are attached to this letter for your information.

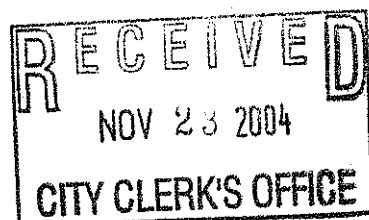
Your favorable approval of this request would be greatly appreciated.

Respectfully submitted,

Virginia A. Lamberton

Virginia A. Lamberton
Human Resources Director

Attachments



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City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Welfare Specialist II
Class Code Number	7130

General Statement of Duties

Determines client eligibility for emergency and/or general welfare assistance, assesses long term needs for self-sufficiency and makes referrals to other agencies as needed; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to determine eligibility and provide emergency and/or general assistance as needed. The work is performed under the supervision and direction of the Welfare Supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other department employees, clients, other public and private agencies, vendors, landlords, local businesses and the public. The principal duties of this class are performed in an office setting, with some exposure to dangerous situations.

Examples of Essential Work (illustrative only)

- Interviews applicants, assesses needs, determines eligibility and issues vouchers as eligibility requirements are met;
- Assesses clients long term needs, resolves problems as possible and develops appropriate plans of action;

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- Acts as liaison and advocate for the client with other Federal, State and municipal agencies, landlords and utility companies as needed;
- Confers with medical facilities and doctors on the medical/pharmaceutical needs of client;
- Investigates client's background, verifies information, makes home visits as necessary and monitors client's compliance with allowable purchases and activities;
- Assesses emergency or crisis situations and expedites assistance as necessary;
- Writes detailed case notes on each client and keeps statistical data for tracking and informational purposes;
- Assesses client's long-term needs, resolves problems as possible and develops appropriate plans of action in conjunction with the client;
- Understands and employs utmost care with regard to the decision making process;
- Meets regularly with staff and residents of the family shelter to monitor client progress;
- Directs and monitors case plans and responds immediately in crisis situations;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<p style="text-align: center;">Required Knowledge, Skills and Abilities (at time of appointment)</p>

- Thorough knowledge of current economic and social service programs at the local, State and Federal level;
- Thorough knowledge of referral agencies involved in social service provision;
- Thorough knowledge of interviewing skills and techniques of dealing with people in crisis;
- Some knowledge of investigative techniques;
- Some knowledge of leadership qualities and the skill to use them effectively;
- Some knowledge of motivation techniques and ability to use them to effect client self-motivation;
- Some knowledge of accounting methods;
- Ability to coordinate numerous complex situations at one time;
- Ability to organize work to ensure efficient workflow and effective case management;
- Ability to research client's needs and analyze them;
- Ability to use persuasion and negotiation when dealing with clients and other involved entities;
- Ability to solve problems and make decisions;

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- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from an accredited college or university with a Bachelor's Degree in a related social science field; and
- Considerable experience in social service programs; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- None.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to be aware of the surroundings, which could become dangerous;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to accomplish the assigned tasks ;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to accomplish the assigned tasks.

Approved by: _____ Date: _____

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City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Deputy Welfare Commissioner
Class Code Number	7125

General Statement of Duties

Manages assigned operations and activities and other related work as directed by the Welfare Commissioner; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to oversee all the Welfare related functions of the Welfare Department and other business and/or fiscally related functions as directed by the Welfare Commissioner. The work is performed under the supervision and direction of the Welfare Commissioner but considerable leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of employees in the classes of Welfare Specialist I, II and III. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with clients, other employees, City officials and employees, Federal and State agencies, other social service agencies and the public. The principal duties of this class are performed in an office setting, with regular exposure to dangerous situations.

Examples of Essential Work (illustrative only)

- Works with the Welfare Commissioner in planning, organizing, directing and evaluating the work of the Departmental staff in implementing the expressed goals, policies, and directives of the Welfare Department;
- Supervises, trains, evaluates and coordinates the work of employees involved in various welfare activities;

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- Regularly discusses problems, policies and procedures with workers individually and in staff meetings;
- Facilitates conflict resolution with clients and/or employees as needed;
- Approves expenditures and actions taken by Welfare Specialists;
- Reviews cases and decisions of Welfare Specialists to ensure statutory obligations are met;
- Keeps abreast of the latest local, Federal, and State laws and resources to maintain compliance and have the best available information for the clients and Welfare staff;
- Ensures public funds are spent judiciously and effectively;
- Counsels clients who have complaints and investigates the validity of the complaints;
- Observes eligibility interviews;
- Creates and compiles statistical spreadsheets from daily logs completed by Welfare Specialist;
- Prepares reports from spreadsheets and subsequent analyses as requested by the Welfare Commissioner;
- Researches, analyzes and presents reports as requested by the Welfare Commissioner;
- Assists with budget preparation, as required;
- Gives presentations as needed;
- Represents the department on various occasions;
- Performs the duties of Welfare Specialists as needed;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps Welfare Commissioner and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities
(at time of appointment)

- Thorough knowledge of the rules, regulations, laws procedures, and policies relative to Federal, State, and local economic assistance programs;
- Substantial knowledge of practices and procedures of supervision;
- Substantial knowledge referral resources available in the community;
- Substantial knowledge of the basic principles of human behavior;
- Substantial knowledge of contemporary social and economic conditions of target population;
- Ability to plan and direct program activities relative to eligibility determination and payment of economic assistance benefits;
- Ability to work successfully with individuals and groups;

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- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to defuse volatile situations;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from an accredited college or university with a Master's Degree in a related social science area or Public Administration; and
- Considerable experience in program eligibility determination or supervision; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- None.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to be aware of potential problems with angry clients;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to function in a normal office environment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to function in a normal office environment.

Approved by: _____
Amended by : BMA

Date: _____
Date: 9/5/00

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City of Manchester New Hampshire

In the year Two Thousand and Four

AN ORDINANCE

“Amending Sections 33.024, & 33.025, (Deputy Welfare Commissioner to Welfare Specialist II) of the Code of Ordinances of the City of Manchester.”

BE IT ORDAINED, By the Board of Mayor and Aldermen of the City of Manchester, as follows:

SECTION 33.024 CLASSIFICATION OF POSITIONS be amended as follows:

Reclassify Deputy Welfare Commissioner, Class Code 7125 to
Welfare Specialist II, Class Code 7130

SECTION 33.025 COMPENSATION OF POSITIONS be amended as follows:

Reclassify Deputy Welfare Commissioner, Class Code 7125, Grade 22 to
Welfare Specialist II, Class Code 7130, Grade 18

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.

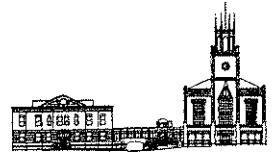
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CITY OF MANCHESTER

Human Resources Department

One City Hall Plaza
Manchester, New Hampshire 03101-4000
Tel: (603) 624-6543 (V/TTY) • Fax: (603) 628-6065



November 29, 2004

Alderman William Shea, Chairperson
Human Resource and Insurance Committee
City of Manchester
City Hall
Manchester, New Hampshire 03101

Re: Draft Tuition Reimbursement Policy

Dear Alderman Shea and Members of the Committee:

At the September HRIC meeting, at the request of the Finance Officer, Kevin Clougherty, the Committee tabled a proposed tuition reimbursement policy. Mr. Clougherty requested that he, the City Solicitor and myself review the proposed policy prior to the Board acting on it.

We have now had the opportunity to review the proposed policy and are submitting it with changes to the Human Resources and Insurance Committee for your review. We have also proposed a staff development policy for your review and approval as well.

Respectfully submitted,

Virginia A. Lamberton
Human Resources Director

Attachments

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STAFF DEVELOPMENT POLICY

I Purpose of Staff Development

Staff development is intended to enhance or assist employees in successfully fulfilling their duties and responsibilities. Staff development can also be for assisting employees to improve their performance as well as assisting employees retain professional certifications.

II Acceptable Programs

Programs should be related to the employee's job classification or a career path that has been approved by the Department Head. For example:

1. Non-credit courses
2. Training awarding continuing education units (CEU's)
3. Seminars
4. Workshops

College courses for credit that are covered by the Tuition Reimbursement Policy are not considered or acceptable for payment under this policy.

III Payment for Staff Development Programs

Employees shall be required to obtain approval from their Department Head to attend staff development programs.

Payment for approved programs shall be at 100% from the departmental budget.

DRAFT – 11-2-04

**NON-AFFILIATED EMPLOYEE
TUITION REIMBURSEMENT POLICY**

I PROGRAM OUTLINE

- A. The purpose of the tuition reimbursement program is to encourage eligible City employees to seek further education in their current classification or in areas that could lead to their upward mobility within the City. The program is for college level courses leading to a degree or attaining professional certifications.
- B. Employees who are eligible to participate in the tuition reimbursement program are regular full time employees who have completed their probationary period.
- C. The objective of the tuition reimbursement program includes:
 - 1. Improvement of the employee's work related knowledge, skills and abilities.
 - 2. Improved methods, systems, techniques, work quality and service.
 - 3. Opportunity for advancement within the City.
 - 4. To attain professional certifications.
- D. Annual reimbursement levels:
 - 1. Seventy-five percent (75%) of tuition, books, registration, lab and other fees (excluding parking, Late registration, housing and travel expenses).
 - 2. Eligible employees may be reimbursed up to \$2,000 per fiscal year.
 - 3. Payment for courses will be on a first come first serve basis until funds are no longer available.
- E. Rejections of Requests:
 - 1. An employee who does not meet the eligibility criteria will not be approved for tuition reimbursement.
 - 2. If the course is not related to an employee's classification or his/her career path which has been approved by his/her Department Head, the request will not be approved.
 - 3. If the employee has already met the maximum annual Reimbursement level.
 - 4. Funds for tuition reimbursement have been exhausted.
 - 5. Conflict with work schedule.
 - 6. Tuition reimbursement application and receipts are not received in a timely manner pursuant to this policy.

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7. Other financial assistance alternatives exceeds or equals course costs.
8. Failure of the employee to submit all paperwork within prescribed time periods.

II. PROCEDURE FOR TUITION REIMBURSEMENT

A. Application

1. Employee must complete the Application for Tuition reimbursement in full. Attach original receipts to the application form.
2. Request Department Head to approve application, have Department Head sign application form.
3. Submit completed application and receipts at least 30 days prior to the start of the class to Human Resources.
4. Human Resources Director will review application to determine whether or not it is in compliance with the Tuition Reimbursement Policy.
5. Once final approval is granted, Human Resources shall Reimburse the employee fifty percent (50%) of the allowable seventy five percent (75%).
6. Upon completion of the class, the employee shall submit a copy of the course grade to Human Resources.
7. Human Resources will reimburse the employee for the balance of the 75% to the maximum of the allowable reimbursement.
8. Employees who do not complete the class or who fail the class, shall be responsible for reimbursing the City for the funds that have already been granted.

III. TUITION REIMBURSEMENT FOR DEPARTMENT HEADS

1. Department Heads shall submit tuition reimbursement applications to the Mayor for his/her approval.
2. If the request is approved, the Department Head shall follow the procedures as outlined in Section II.

IV. DEVIATIONS FROM THE POLICY

1. Any deviations from this policy must be approved by the Human Resources and Insurance Committee prior to any employee commencing course work.

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**City of Manchester
Information Systems Department**

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December 2, 2004

Alderman Shea, Chairman
Human Resource and Insurance Committee
One City Hall Plaza
Manchester, NH 03101

Dear Alderman Shea:

The non-affiliated committee has reviewed the draft Staff Development Policy and would like the Human Resource and Insurance Committee to reconsider the exclusion of college courses from being reimbursed from departments' staff development budgets.

We reviewed the course curriculums offered by Southern New Hampshire University, New Hampshire Community Technical College, Hesser College and New Hampshire Technical Institute. Their curriculums include Microsoft, Cisco, Autocad and many other training tracks that are pertinent to current city operations. These classes usually run for 10-12 weeks and are held in the evening so the employee can take them on his/her own time. The employee also has more opportunity to learn the information than he/she would in a class that only runs for one week. In addition, this training is usually less expensive than the non-credit courses and provides more in-depth theory.

We feel excluding college courses for staff development will eliminate many cost-effective options for departments that need to keep their employees' skills current in the fast changing world we all now live in.

We thank you for your time and will be available at the Human Resource and Insurance Committee on December 7, 2004.

Sincerely,

Non-Affiliated Committee
Jennie Angell
Cheryl Bell
Judy Heminger
Freda Hawkinson
Linda Miccio
Patricia Piecuch
Bill Prive

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